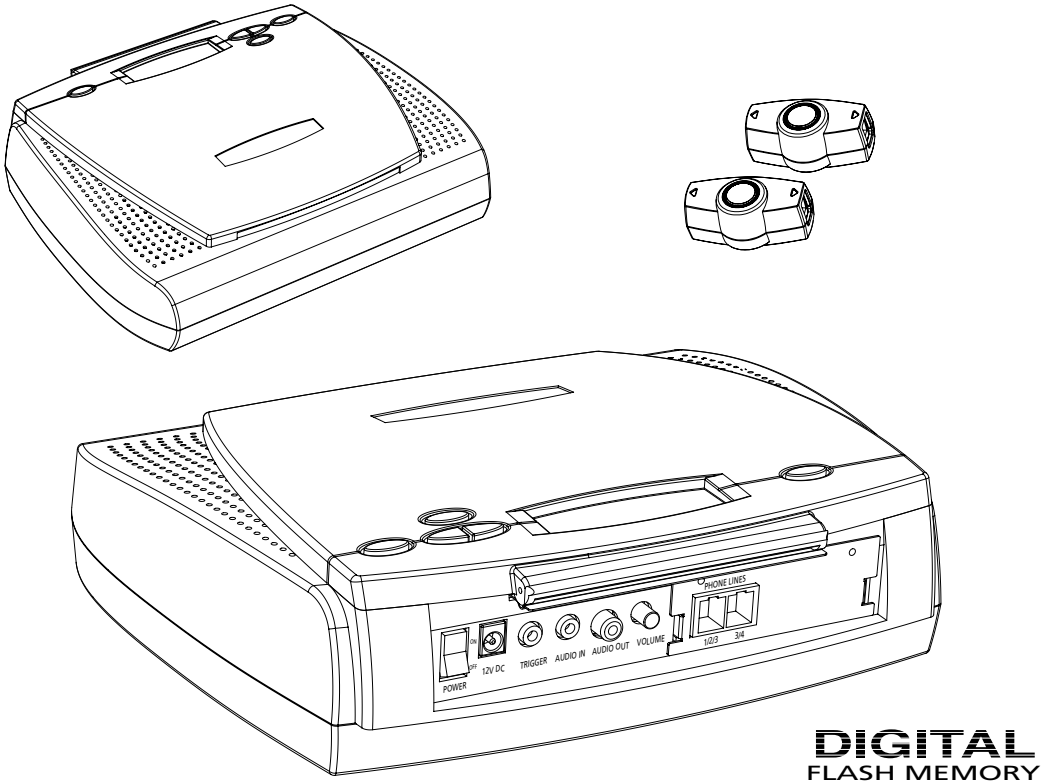
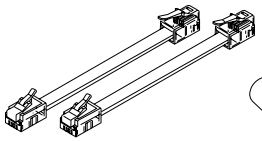
User Manual



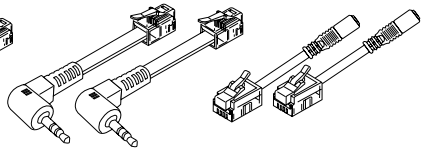
On-Hold Audio Player/Recorder
CD Autoload System with
analog line capability

Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

Supplied Accessories

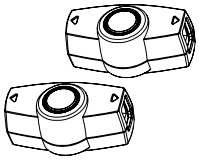


4" handset cords

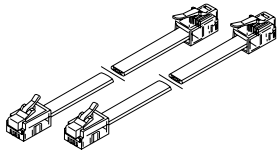


Cordless phone adapter cable (male)

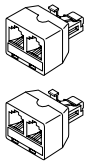
Cordless phone adapter cable (female)



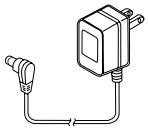
Telephone Extension Hold Music Activators (TEHMA)



6' Phone Line Cords



"T" Adapters



AC Adapter

Player Features

Digital flash memory - design retains music/message content even during power loss...unit ships with preloaded audio.

Integrated CD mechanism - quickly and easily record high quality audio. CD media is easy and inexpensive to duplicate and distribute.

CD Autoload - drop in a CD with a single track, close the lid, and the unit automatically records the content.

Multi-Track Programmable - drop in a multi-track CD and choose which tracks and in what order to record.

LCD Control Panel - displays program length, time remaining in unit's memory, and unit's status.

Trigger switch - unit can be triggered to start program content from the beginning with an external trigger switch.

External Recording Capability - audio input allows user to record from any external audio source.

Built-In Monitor Speaker - allows user to monitor sound with the flip of a switch.

Analog Line Capability - provides on-hold audio capability to ordinary analog and KSU-less phones.

Telephone Extension Hold Music Activators - connects to phone extensions for true "hold button activation" of the on-hold audio function.

Wall Mountable - unit can be mounted, played, and recorded in a vertical position.

3-year warranty

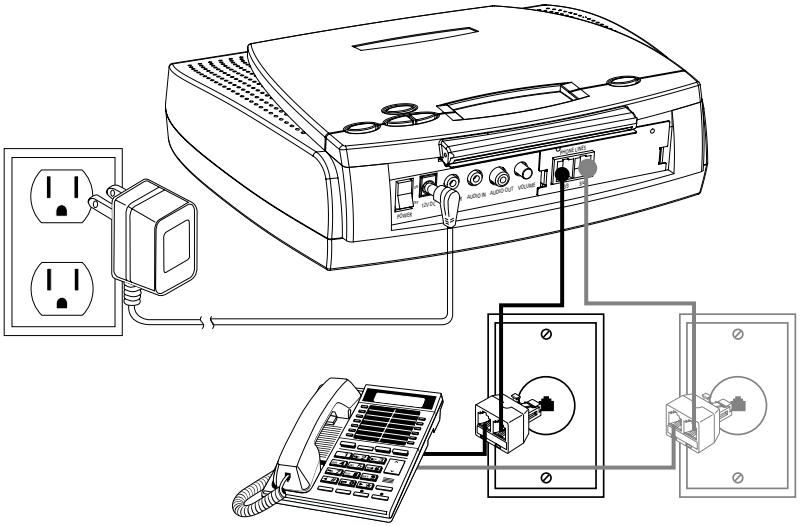
Player Set-up

1 step

▶ *Connection to analog phone lines*

Combined Line Connection

Lines 1 & 2 are combined in one wall jack and lines 3 & 4 are combined in another wall jack



1 Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2.
(This will allow you to share the phone jack with any phone extension which you have plugged in to the wall jack.)

2 Plug the provided phone cord into the jack marked "Line 1/2/3" on the back of the player.

3 Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.

REPEAT ABOVE IF LINE 3 and/or 4 ARE PRESENT.

NOTE: One system will provide on-hold audio capability to all phone extensions in your office.

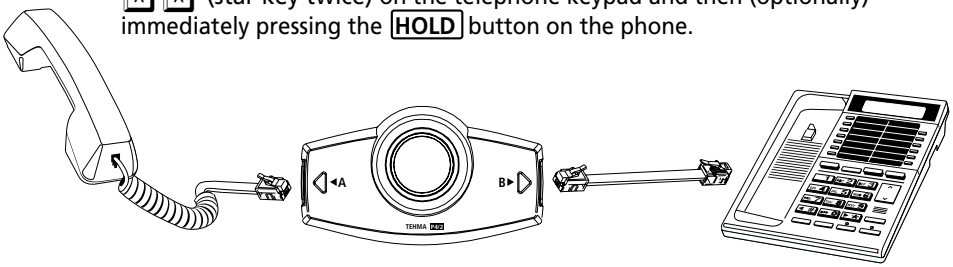
▶ *IMPORTANT! - Player volume adjustment*

Adjust the player's volume control to the half way point before proceeding to the next step. Excessive volume will cause the on-hold audio to shut off during playback.

Corded Phone Set-up

▶ *Telephone Extension Hold Music Activators (TEHMA)*

For true "hold button activation" of on-hold audio, each phone extension requires a "hold music activator". Two activators have been included in your package. If you require additional activators for other phones, contact your reseller or visit www.onholdplus.com to purchase them on-line. Most phones without activators are able to engage the hold music feature by pressing [*] [*] (star key twice) on the telephone keypad and then (optionally) immediately pressing the [HOLD] button on the phone.



2 step
corded phones

▶ *Corded telephone connection*

1. Remove coiled handset cord from base of phone.
2. Plug short phone cord (supplied) into the "hold music activator" (side marked "B") and other end to phone base.
3. Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "A").

NOTE: After connecting, if you can not hear the dial tone (handset sounds "dead"), unplug the TEHMA and reconnect it in the opposite direction.

NOTE
GE 2-9450 & 2-9460 Phones
The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work.
Please contact your dealer for these special cables.

▶ *System test* *(if test fails, see troubleshooting guide)*

1. From any phone in the office with a "hold music activator" attached, dial an outside phone number (a cell phone works fine).
2. Place the call on-hold using the [HOLD] button on the telephone.
3. Return to call and confirm that the on-hold audio was present on the line while on-hold.
4. Using the volume control on the rear of the unit, adjust the volume to proper level. **IMPORTANT:** Excessive volume may cause the on-hold audio to shut off during playback.

▶ *Deactivating hold music manually*

If, for any reason, the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

▶ *Phones with "speakerphone" or "mute" functions*

Telephones with "speaker phone" or "mute" function can fool the unit into thinking that the line is on hold. If this occurs press any key on your phone's dial pad to deactivate the music. Pressing a key will deactivate the feature for the remainder of the call.

Cordless Phone Set-up

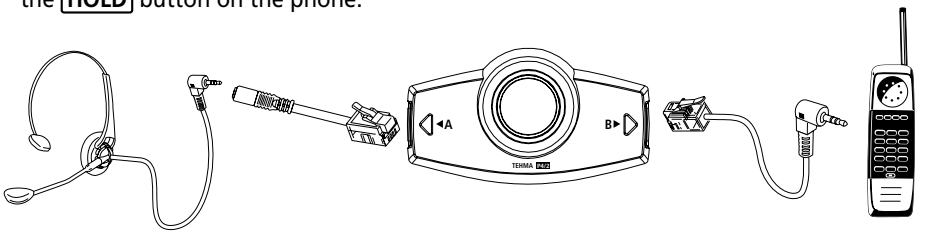
2 step

cordless phones

▶ *Telephone Extension Hold Music Activators (TEHMA)*

For true "hold button activation" of on-hold audio, each cordless phone requires the use of a telephone headset (not included) in conjunction with a "hold music activator".

Two hold music activators and headset adapter cables have been included in your package. If you require additional activators for other phones, contact your reseller or visit www.onholdplus.com to purchase them on-line. Most phones without activators are able to engage the hold music feature by pressing the * * (star key twice) on the telephone keypad and then (optionally) immediately pressing the HOLD button on the phone.



▶ *Cordless telephone connection*

1. Using the "cordless phone adapter cable (male)," plug the end of the cable with the phone connector into the jack on the hold music activator marked "B".
2. Connect the headphone jack side of the cable to the cordless phone's headset jack.
3. Using the "cordless phone adapter cable (female)" plug the phone connector side of the cable to the end of the hold music activator marked "A" and then plug the headset to the other side of the connector cable.

▶ *System test* *(if test fails, see troubleshooting guide)*

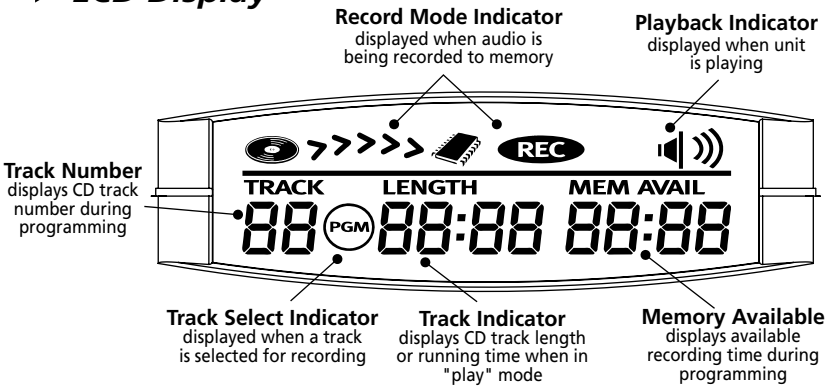
1. From any phone in the office with a "hold music activator" and a headset attached, dial the phone number of another phone (a cell phone works well).
2. Place the call on-hold using the HOLD button on the telephone.
3. Return to call and confirm that the on-hold audio was present on the line while on-hold.
4. Using the volume control on the rear of the unit, adjust the volume to proper level. **IMPORTANT:** Excessive volume will cause the on-hold audio to shut off during playback.

▶ *Deactivating hold music manually*

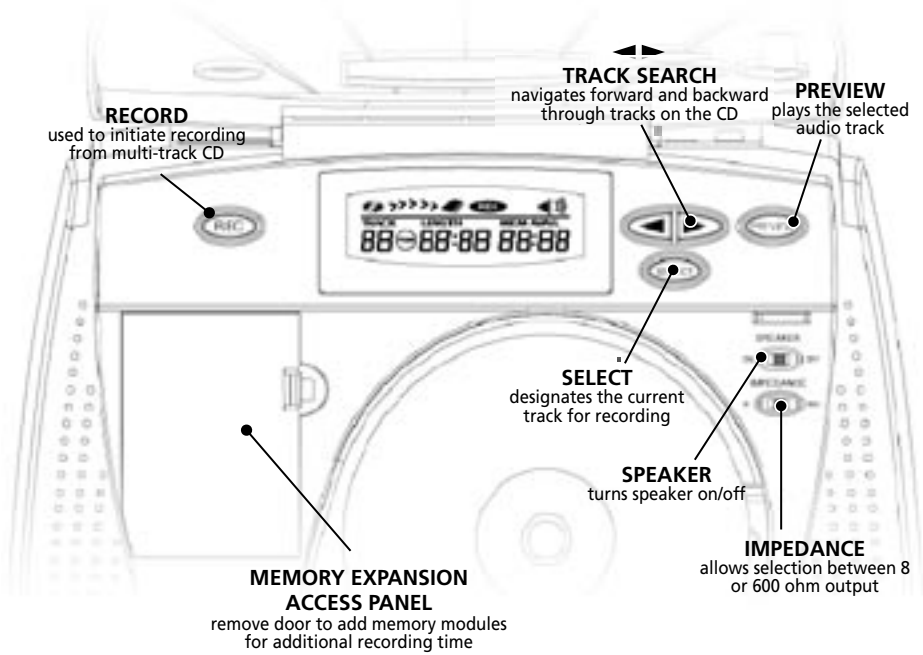
If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

Controls & Functions

▶ *LCD Display*



▶ *Player Controls*


TRACK SEARCH
navigates forward and backward through tracks on the CD
PREVIEW
plays the selected audio track
RECORD
used to initiate recording from multi-track CD
SELECT
designates the current track for recording
SPEAKER
turns speaker on/off
IMPEDANCE
allows selection between 8 or 600 ohm output
MEMORY EXPANSION ACCESS PANEL
remove door to add memory modules for additional recording time

Operation

▶ *Playback*

Playing Audio Stored in Memory

By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time and the segments on the speaker icon will move.

Playback After Power Loss

If power to the unit is lost, the unit will resume playback as soon as power is reapplied. The unit retains its recorded content after power loss.

▶ *Recording*

Recording Single-Track CDs

1. Open cover
2. Insert CD
3. Close cover

OPERATION – Once cover is closed, the unit will automatically begin recording the content of the track into the unit's digital memory. During the recording process, the contents of what is being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Recording Multi-Track CDs

1. Open cover
2. Insert CD
3. Close cover
4. Use the "track search" buttons to navigate to the desired track.
5. Press the SELECT button (to deselect a track, press SELECT button again)
6. Repeat steps 4 and 5 until you have selected all desired tracks or have used the unit's available memory.
7. Press the REC button to begin recording.

OPERATION – Once "record" button is pressed, the unit will begin recording the selected tracks into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Previewing a track on a CD

1. Use ◄► buttons to navigate to a track
2. Press "PREVIEW" button to start preview
3. Press "PREVIEW" button again to stop preview

Settings

▶ *Impedance Switch*

Location -- under cover, right side of unit below SPEAKER switch

Operation -- Most telephone systems prefer an 8 ohm output. If you are working with an older phone system, the 600 ohm setting may be preferable.

▶ *Speaker Switch*

Location -- under cover, right side of unit above IMPEDANCE switch

Operation -- turn to "ON" position to listen to program playing from digital memory. Audio being recorded plays through speaker, regardless of speaker switch position. Speaker switch position has no effect on AUDIO OUT playback.

▶ *Volume Control*

Location -- rear panel

Operation -- controls output level of AUDIO OUT jack. To adjust, turn control knob clockwise to increase volume. Set proper volume level by calling in from a phone close to the unit (or cell phone) and having your call placed on hold.

▶ *Power Switch*

Location -- rear panel

Operation -- turns power on or off. When power is on, LCD is illuminated

Other Functions

▶ *Remote Trigger*

Location -- rear panel

Connection -- 2.5 mm mini jack

Operation -- By connecting a momentary switch to this jack, the unit will play audio content from memory when triggered. Content will play through once and then reset, ready for next trigger sequence.

▶ *AUX In*

Location -- rear panel next to "TRIGGER" jack

Connection -- 3.5 mm mini jack

Operation -- Connect audio cable from the "LINE OUT" or "headphone out" jack of any external audio source to the "AUX IN" jack.

▶ *Additional Memory*

The unit comes standard with 8 minutes of flash memory which can be expanded to 16, 24 or 32 minutes. Memory modules can be placed into 3 available memory expansion slots that can be accessed by removing the memory panel cover door located to the left of the CD drive.